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Date of Transmission: 12/22/03

Name of Person

Making Transmission: Karen Cinq-Mars

Signature: Karen Cinq-Mars 12/22/03

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DOCUMENT(S) FAXED: (MARKED WITH X)

5 PAGES ATTACHED

Re Applic of	Howard Young et al.
Docket No.	FLS920000283
Serial No.	09/723,519
Filing Date	11-28-00
Attorney	Jay H. Anderson

Attached: PRELIMINARY AMENDMENT

PLEASE DELIVER TO:

EXAMINER:

ART UNIT: 2161

PHONE NO:


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INTERNATIONAL BUSINESS
MACHINES CORPORATION

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2070 Route 52
Hopewell Junction
New York 12533-6531

Fax: 845-892-6363
Phone: 845-894-3667

AMENDMENT TRANSMITTAL LETTER (Large Entity)				Docket No. FIS920000283	
Applicant(s): H ward Young et al.					
Serial No. 09/723,519	Filing Date 11-28-00	Examiner Not available	Group Art Unit 2161		
Invention: CUSTOMER RELATIONSHIP MANAGEMENT BUSINESS METHOD					
<u>TO THE COMMISSIONER FOR PATENTS:</u>					
Transmitted herewith is an amendment in the above-identified application. The fee has been calculated and is transmitted as shown below.					
CLAIMS AS AMENDED					
	CLAIMS REMAINING AFTER AMENDMENT	HIGHEST # PREV. PAID FOR	NUMBER EXTRA CLAIMS PRESENT	RATE	ADDITIONAL FEE
TOTAL CLAIMS	7	20	0 x	\$18.00	\$0.00
INDEP. CLAIMS	1	3	0 x	\$66.00	\$0.00
Multiple Dependent Claims (check if applicable) <input type="checkbox"/>					\$0.00
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT					\$0.00
<div style="display: flex; justify-content: space-between;"><div><input checked="" type="checkbox"/> No additional fee is required for amendment. <input type="checkbox"/> Please charge Deposit Account No. _____ in the amount of _____ <input type="checkbox"/> A check in the amount of _____ to cover the filing fee is enclosed. <input checked="" type="checkbox"/> The Director is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account No. 09-0458 <input checked="" type="checkbox"/> Any additional filing fees required under 37 C.F.R. 1.16. <input checked="" type="checkbox"/> Any patent application processing fees under 37 CFR 1.17.</div><div style="text-align: right;">Dated: <i>22 December 2003</i></div></div> <div style="margin-top: 20px;"><div style="display: flex; justify-content: space-between;"><div style="width: 40%;"> _____ Signature</div><div style="width: 50%;"></div></div><div style="margin-top: 20px;">Jay H. Anderson Registration No. 38,371 Telephone No. 845-894-3667 Fax No. 845-892-6363</div></div>					
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